



COMMONWEALTH OF PENNSYLVANIA
PENNSYLVANIA PUBLIC UTILITY COMMISSION
P.O. BOX 3265, HARRISBURG, PA 17105-3265

IN REPLY PLEASE
REFER TO OUR FILE

June 27, 2008

M-2008-2044828
M-00900239

MARLENE H DORTCH
OFFICE OF THE SECRETARY
FEDERAL COMMUNICATIONS COMMISSION
445 12TH STREET SW
ROOM TW-B204
WASHINGTON DC 20554

Re: FCC CG Docket No. 03-123
Submission of Pennsylvania 2008 TRS Annual Consumer Complaint Log Summary
for the 12-month period ending May 31, 2008

Dear Ms. Dortch:

In accordance with 47 CFR § 64.604 (c)(1) and FCC CG Docket No. 03-123, enclosed please find an original and four (4) copies of the annual consumer complaint log summaries for the Pennsylvania Telecommunication Relay Service (TRS) for the 12-month period ending May 31, 2008. Also, please find an electronic copy of the complaint log summaries on the enclosed CD-R. AT&T Relay Services and Hamilton Telecommunications are the providers for Pennsylvania's traditional TRS and captioned telephone voice-carry-over relay service (CTRS), respectively. They have maintained the consumer complaints logs and have prepared the enclosed complaint log summaries. These logs cover all complaints to the service providers as well as all complaints to the PaPUC.

If you have any questions or need additional information, please contact Eric Van Jeschke at (717) 783-3850 or ejeschke@state.pa.us.

Sincerely,

James J. McNulty
Secretary

cc: Elaine McDonald, FUS (paper copy only)
Kathleen Aunkst, Secretary's Bureau (paper copy only)
Eric Van Jeschke, PUC FUS (paper copy only)
Kim Barrow, PUC OSA (paper copy only)
Louise Fink Smith, PUC LAW (paper copy only)
Arlene Alexander, (e-mail copy only)

Enclosures



Teresa Feeney
Area Manager , CIS
AT&T Relay Services
1444 E. Jericho Turnpike
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June 17, 2008

James J. McNulty, Secretary
Pennsylvania Public Utility Commission
Post Office Box 3265
Harrisburg, PA 17105-3265

RE: Docket No. M-00900239; BP ID# M-2008-2044828

Dear Secretary McNulty:

Enclosed please find the annual TRS Consumer Complaints Summary for the Commonwealth of Pennsylvania. Mr. Eric Van Jeschke, Analyst with the Pennsylvania Public Utility Commission, asked me to share a paper copy of the filing with you.

AT&T Relay Services will submit the report to the FCC as required before the July 1, 2008 filing date.

Please contact me with any questions or concerns about the information in this filing.

Sincerely,

A handwritten signature in cursive script that reads "Teresa Feeney".

Teresa Feeney
Area Manager, CIS
AT&T Relay Services
tfeeney@att.com
631-424-4330

Cc: Mr. Eric Van Jeschke (via email: ejeschke@state.pa.us)



**PENNSYLVANIA RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
JUNE 2007 – MAY 2008**

June 2007 – Nothing to report

July 2007

TTY July 20, 2007

The customer complained he/she had to wait a long time to reach a CA.

Category: Answer/Wait Time

Escalation: Received by the National Customer Care Center and handled by the same.

Resolution: Apologized to the customer for the inconvenience.

Contact Closed: July 20, 2007

FCC: Answer Performance

August 2007 – Nothing to report

September 2007 – Nothing to report

October 2007 – Nothing to report

November 2007 – Nothing to report

December 2007 – Nothing to report

January 2008 – Nothing to report

February 2008 – Nothing to report

March 2008

TTY March 1, 2008

The customer complained the CA had not relayed the call verbatim.

Category: Other (CA/OPR)

Escalation: Received by the National Customer Care Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: March 1, 2008

FCC: Verbatim

TTY March 10, 2008

The customer complained the CA did not adhere to his/her request for a male CA.

Category: Other (CA/OPR)

Escalation: Received by the Pennsylvania Relay Center and handled by the same.



**PENNSYLVANIA RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
JUNE 2007 – MAY 2008**

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: March 10, 2008

FCC: Gender Accommodation

April 2008 – Nothing to report

May 2008 – Nothing to report



**AT&T RELAY SERVICES
PENNSYLVANIA
2008 ANNUAL SUMMARY OF CONSUMER COMPLAINTS
June 1, 2007 through May 31, 2008**

6/12/2008

| | 2007 | | | | | | | 2008 | | | | | |
|--------------|------|-----|-----|-----|-----|-----|-----|------|-----|-----|-----|-----|-------|
| PENNSYLVANIA | JUN | JUL | AUG | SEP | OCT | NOV | DEC | JAN | FEB | MAR | APR | MAY | TOTAL |
| VOICE | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| TTY | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 3 |
| TOTAL | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 3 |

**AT&T RELAY SERVICES
PENNSYLVANIA
ANNUAL SUMMARY OF CONSUMER COMPLAINTS
June 1, 2007 through May 31, 2008
Complaint Summary by Category**

6/12/2008

| | 2007 | | | | | | | 2008 | | | | | |
|----------------------|------|-----|-----|-----|-----|-----|-----|------|-----|-----|-----|-----|-------|
| Category | JUN | JUL | AUG | SEP | OCT | NOV | DEC | JAN | FEB | MAR | APR | MAY | Total |
| Transparency | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Confidentiality | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Verbatim | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 |
| Typing Issues | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| In Call Replacement | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Answer Performance | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Gender Accommodation | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 |
| Total | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 3 |



June 13, 2008

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James J. McNulty, Commission's Secretary
Bureau of Directors Office
Pennsylvania Public Utility Commission
PO Box 3265
Harrisburg, PA 17105-3265

RE: TRS Consumer Complaint Log Summaries for June 1, 2007 through May 31, 2008
PA PUC Docket No. M- 00900239 and Bp8 Case ID M-2008-2044828
FCC CG DOCKET NO. 03-123 and FCC DA NO. 07-2762

Dear Mr. McNulty,


Enclosed please find the Pennsylvania Captioned Telephone Relay Service (PA CTRS) annual complaint log as well as a draft letter to the Federal Communications Commission. You may want to copy this letter to official letterhead prior to submitting to the FCC. Feel free to change the letter as you see fit.

The FCC has indicated a delay in issuing its public notice. Without the Public Notice, there are some unanswered questions such as DA Number, due date, any new requirements, etc. However, what we know from the 2007 Public Notice (enclosed) is:

- The 2007 complaint log summary filing was due July 2nd.
- The complaint log submission must reference CG Docket No. 03-123 and also include the DA number of the public notice.
- Filings may be filed electronically via the ECFS website. Last year the instructions for electronic and paper filings were provided in the Public notice.

In addition, the 2007 Public Notice for submission of complaint logs contained a requirement to include the total number of interstate relay calls by type of TRS (i.e. traditional TRS, STS, Captioned Telephone, IP, VRS). Hamilton is planning to compile the Interstate Captioned Telephone information on your behalf and will submit to the FCC under protective seal as a confidential filing.

If you have any questions about the complaint log report or need any assistance, please let me know.

Sincerely, 
Beth Slough, TRS Contract Manager/Senior Editor
Hamilton Relay
1001 12th Street
Aurora, NE 68818
402.694.5101 Voice/TTY
402.694.5037 Fax

cc: Eric Van Jeschke, Analyst
Pennsylvania Public Utility Commission
Bureau of Fixed Utility Services
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Enclosures

FCC Docket No. 03-123 and DA NO. 07-2762

| Tracking # | Date of Complaint | Time of Call | Agency | State Program | Agent # | Category # of Complaint | Nature of Complaint | Explanation of Resolution or Status | Date Resolved | Rep. Initials |
|------------|-------------------|--------------|--------|---------------|---------|-------------------------|-----------------------------------|--|---------------|---------------|
| 40556 | 6/19/2007 | 3:00:00 PM | | PA | NA | 22090 | Disconnect/Reconnect during calls | Sent customer information explaining the difference between a CapTel and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence. | 6/19/2007 | RP |
| 40641 | 6/20/2007 | 9:20:00 AM | | PA | NA | 22090 | Disconnect/Reconnect during calls | Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence. | 6/20/2007 | MMo |
| 41358 | 6/28/2007 | 8:30:00 AM | | PA | NA | 11030 | Accuracy of captions | Customer shared feedback regarding accuracy of captions. CS Rep apologized for incidence and thanked customer for the feedback and informed them that information would be shared with appropriate captioning service staff for follow up. Suggested customer document the date, time, CA # for more specific follow up. | 6/28/2007 | MMo |
| 41771 | 6/29/2007 | 2:00:00 PM | | PA | NA | 11090 | Service - General | Customer received intermittent busy signal when in fact CapTel Service was not busy. Incidence was brought to network provider's attention. The network provider confirmed resolution the afternoon of 6/29/07. | 6/29/2007 | MMo |

FCC Docket No. 03-123 and DA NO. 07-2762

| | | | | | | | | | | |
|-------|-----------|------------|--|----|----|-------|-----------------------------------|--|-----------|-----|
| 41583 | 6/29/2007 | 4:00:00 PM | | PA | NA | 11040 | Captions Lag too far behind voice | Informed customer that with conference calls this may happen because of multiple speakers speaking at once and the rate the speakers are talking. Emailed tips to help the experience of conference calls to go smoothly. Customer emailed to say the tips helped conference calls to go more smoothly. [FCC speed of typing still met.] | 6/29/2007 | JL |
| 41855 | 7/3/2007 | 1:25:00 PM | | PA | NA | 11040 | Captions Lag too far behind voice | Customer shared feedback regarding the seconds of pauses between captions. CS Rep explained how captions are generated and thanked customer for the feedback on their call experience. Customer acknowledged the pauses were a matter of seconds and learned how to fill the gaps with tips from Customer Service. Suggested customer document the date, time, CA # for more specific follow up. This incidence did not impact overall captioning speed performance. [FCC requirements still met.] | 7/3/2007 | JS |
| 43780 | 7/10/2007 | 2:50:00 PM | | PA | NA | 11030 | Accuracy of captions | Customer shared feedback regarding accuracy of captions. CS Rep apologized for incidence and thanked customer for the feedback and informed them that information would be shared with appropriate captioning service staff for follow up. Suggested customer document the date, time, CA # for more specific follow up. | 7/10/2007 | MMo |

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|-------|-----------|-------------|--|----|----|-------|-----------------------------------|---|-----------|-----|
| 42981 | 7/17/2007 | 9:55:00 AM | | PA | NA | 11030 | Accuracy of captions | Customer shared feedback regarding accuracy of captions. Apologized for incidence and thanked customer for the feedback and informed them that information would be shared with appropriate captioning service staff for follow up. Suggested customer document the date, time, CA # for more specific follow up. | 7/17/2007 | RP |
| 45956 | 8/16/2007 | 3:10:00 PM | | PA | NA | 50990 | Billing - General | Discussed need to register long distance carrier of choice with caller and confirmed that customer was registered accordingly. | 8/16/2007 | MMo |
| 46949 | 8/27/2007 | 11:25:00 AM | | PA | NA | 22990 | Technical - General | One of our long distance suppliers routed some CapTel 200 calls through an incompatible network using VOIP lines that caused data reliability problems for this caller. The problem has been resolved by routing their calls through an alternate network. | 9/5/2007 | JL |
| 46972 | 8/27/2007 | 1:15:00 PM | | PA | NA | 50990 | Billing - General | Discussed need to register long distance carrier of choice with caller and registered CapTel user's long distance preference accordingly. | 8/27/2007 | MMo |
| 48966 | 9/17/2007 | 4:10:00 PM | | PA | NA | 22090 | Disconnect/Reconnect during calls | Explained to customer difference between a CapTel and a traditional phone, and why disconnections may be occurring. Advised customer to test CapTel at another jack, and contact telephone company to ensure functional line. | 9/17/2007 | MP |

FCC Docket No. 03-123 and DA NO. 07-2762

| | | | | | | | | | | |
|-------|------------|-------------|--|----|----|-------|-----------------------------------|---|------------|-----|
| 50718 | 10/4/2007 | 11:25:00 AM | | PA | NA | 11030 | Accuracy of captions | Customer shared feedback regarding accuracy of captions. CS Rep collected call information and thanked customer for feedback. CA for this call noted there was instability on the other caller's line, causing poor audio quality. | 10/4/2007 | MP |
| 51717 | 10/15/2007 | 11:30:00 AM | | PA | NA | 22990 | Technical - General | CapTel Technical Staff identified there was an issue with the routing of CapTel calls to 800 numbers by an outside vendor. The problem was identified and resolved. | 10/15/2007 | SC |
| 53699 | 11/1/2007 | 10:20:00 AM | | PA | NA | 22990 | Technical - General | Customer received an automated message that her call was being rejected by the cellular network when trying to dial an cell number. Upon researching the matter, it was learned the provider of the cellular service has not set up this number to allow relay calls. Offered a workaround to customer. | 11/8/2007 | KM |
| 53988 | 11/5/2007 | 9:15:00 AM | | PA | NA | 22090 | Disconnect/Reconnect during calls | Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence. | 11/5/2007 | MMo |

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|-------|------------|-------------|--|----|----|-------|-----------------------------------|--|------------|----|
| 54378 | 11/7/2007 | 12:15:00 PM | | PA | NA | 11040 | Captions Lag too far behind voice | Customer Service determined there were technical issues with audio quality on the reported call that impaired the speed with which the captionist could caption this specific call. CS rep explained to customer the circumstances and apologized. Customer understood. [FCC typing speed requirements still well exceeded.] | 11/7/2007 | SC |
| 57156 | 12/5/2007 | 4:35:00 PM | | PA | NA | 11040 | Captions Lag too far behind voice | Customer shared feedback regarding captions lagging slightly behind the voice. CS Rep apologized for incidence and suggested customer document the date, time, CA # for more specific follow up with call center personnel. FCC typing speed requirements were still well exceeded. | 12/5/2007 | JL |
| 59661 | 12/14/2007 | 3:35:00 PM | | PA | NA | 22990 | Technical - General | Technical issue with SS7 equipment identified resulting in a few isolated calls not succeeding. This was remedied during system maintenance. | 12/15/2007 | KM |
| 67791 | 3/14/2008 | 2:30:00 PM | | PA | NA | 22990 | Technical - General | SS7 equipment problem identified. At approximately 2:30 a.m. on 3/15/08 this was resolved. During this time, the Captioning Service Call Center was actively taking calls with only a few calls being affected. Confirmed with the customer their ability to make calls. | 3/15/2008 | JL |

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|-------|-----------|------------|--|----|----|-------|-----------------------------------|--|-----------|----|
| 67983 | 3/14/2008 | 4:25:00 PM | | PA | NA | 22990 | Technical - General | SS7 equipment problem identified. At approximately 2:30 a.m. on 3/15/08 this was resolved. During this time, the Captioning Service Call Center was actively taking calls with only a few calls being affected. Confirmed with the customer their ability to make calls. | 3/15/2008 | KM |
| 72572 | 4/29/2008 | 9:00:00 AM | | PA | NA | 11030 | Accuracy of captions | Customer shared feedback regarding captioning. Customer Service Rep. apologized for incidence and thanked customer for the feedback and informed customer their information has been forwarded to the call center director and they will take the appropriate steps with the CA, such as more detailed training on transcription. | 4/29/2008 | JL |
| 75311 | 5/22/2008 | 9:00:00 AM | | PA | NA | 22030 | Captions - stop in middle of call | Customer said that at captionist change, captions did not resumed. Advised this 2-Line CapTel user that she can press the Caption button off and on again and reconnect to a new captionist via line 2, while still maintaining connection with the other party the entire time on line 1. Customer appreciated learning of this option. | 5/22/2008 | EY |

PA